



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

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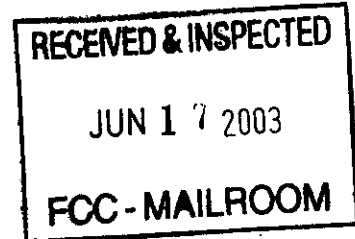
IN REPLY PLEASE  
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June 12, 2003

Confirmed  
JUN 24 2003  
Distribution Center

DA 03-1728  
CC Docket No. 98-67

MARLENE H DORTCH  
OFFICE OF THE SECRETARY  
FEDERAL COMMUNICATIONS COMMISSION  
445 12<sup>TH</sup> STREET SW  
ROOM TW-A325  
WASHINGTON DC 20554



Re: Submission of Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 03-1728, released May 19, 2003 at CC Docket No. 98-67 enclosed please find an original and four (4) copies of the annual consumer complaint log—summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2003. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please call Grace House at (717) 783-6174.

Sincerely,

Robert A. Rosenthal  
Director  
Fixed Utility Services

Cc: Grace House  
Eric Jeschke  
Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office

**PENNSYLVANIA RELAY SERVICE**  
**2003 ANNUAL SUMMARY OF CONSUMER COMPLAINTS**  
June 1, 2002 through May 31, 2003

As of June 9, 2003

	2002							2003					
<i>Pennsylvania</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	2	0	0	0	1	0	1	3	0	0	7
TTY	1	1	3	4	2	1	3	4	0	2	2	2	25
TOTAL	1	1	5	4	2	1	4	4	1	5	2	2	32

As of June 9, 2003

	2002							2003					
<i>Complaint Category</i>	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency			1										1
Confidentiality													0
Verbatim	1			2			1	1	1		2	1	9
Typing Issues		1	1	2	1	1	1					1	8
In Call Replacement													0
Answer Performance			3		1		2	3		5			14
Gender Accommodation													0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>32</b>

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2002 – MAY 2003**

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**June 2002**

**TTY June 20, 2002**

The customer complained the CA did not relay her conversation accurately.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, RI and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 20, 2002

**FCC:** Verbatim

**July 2002**

**TTY July 16, 2002**

The customer complained the CA typed too slow.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** July 16, 2002

**FCC:** Typing Issue

**August 2002**

**Voice August 3, 2002**

The customer asked why she had problems reaching relay when dialing 711.

**Category:** Answer/Wait Time

**Escalation:** Received by the National Relay Center, PA and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and informed the customer the problem has been corrected.

**Contact Closed:** August 4, 2002

**FCC:** Answer Performance

**TTY August 3, 2002**

The customer complained he did not get a response from the relay service when dialing 711.

**Category:** Answer/Wait Time

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized to the customer, and assured him the problem would be reported.

**Contact Closed:** August 8, 2002

**FCC:** Answer Performance

**Voice August 25, 2002**

The customer complained CAs were having personal conversations with her boyfriend.

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PAFCC0602-0503

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**Category:** Other (CA/OPR)

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Explained to the customer CAs are not permitted to provide any personal information, and the issue would be investigated.

**Contact Closed:** September 6, 2002

**FCC:** Transparency

**TTY August 27, 2002**

The customer complained the CA was slow to respond.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Maryland Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** August 27, 2002

**FCC:** Answer Performance

**TTY August 28, 2002**

The customer complained about the CA's typing.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer and advised her complaint would be documented.

**Contact Closed:** August 28, 2002

**FCC:** Typing Issue

**September 2002**

**TTY September 12, 2002**

The customer complained about the CA's typing.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** September 13, 2002

**FCC:** Typing Issue

**TTY September 18, 2002**

The customer complained the CA's typing was slow.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PAFCC0602-0503

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**Contact Closed:** September 20, 2002  
**FCC:** Typing Issue

**TTY September 24, 2002**

The customer complained the CA did not leave a message on an answering machine as requested.

**Category:** Attitude and Manner

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for the inconvenient. Assured her the complaint would be reported.

**Contact Closed:** September 24, 2002

**FCC:** Verbatim

**TTY September 30, 2002**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer her information would be documented.

**Contact Closed:** September 30, 2002

**FCC:** Verbatim

**October 2002**

**TTY October 1, 2002**

The customer complained of long hold times when dialing into 711, and CAs not following instructions.

**Category:** Other (Misc)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** October 31, 2002

**FCC:** Answer Performance

**TTY October 5, 2002**

The customer complained about the CA's typing skills.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** October 6, 2002

**FCC:** Typing Issue

**November 2002**

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**TTY November 1, 2002**

The customer complained that the CA's typing had many mistakes.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, RI and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 2, 2002

**FCC:** Typing Issue

**December 2002**

**TTY December 3, 2002**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** December 3, 2002

**FCC:** Answer Performance

**TTY December 7, 2002**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the National Customer Care Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** December 8, 2002

**FCC:** Answer Performance

**TTY December 12, 2002**

The customer complained that one CA did not follow his instructions, and another did not relay the name on a recording correctly.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CAs manager's would follow up accordingly.

**Contact Closed:** December 31, 2002

**FCC:** Verbatim

**Voice December 17, 2002**

The customer complained that the CA was extremely rude, and typed extremely slowly.

**Category:** Attitude and Manner

**Escalation:** Received by the National Relay Center, PA and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer his complaint would be reported.

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ANNUAL CONSUMER COMPLAINTS SUMMARY  
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**Contact Closed:** December 18, 2002  
**FCC:** Typing Issue

**January 2003**

**TTY January 2, 2003**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer, and explained a technical problem may have caused the delay.

**Contact Closed:** January 2, 2003

**FCC:** Answer Performance

**TTY January 8, 2003**

The customer complained that male CAs are rude, disconnect during calls, and do not type her voice mail messages verbatim.

**Category:** Attitude and Manner

**Escalation:** Received by the Washington, D.C. Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer, and assured her the complaint would be documented and reviewed.

**Contact Closed:** January 13, 2003

**FCC:** Verbatim

**TTY January 18, 2003**

The customer complained the CA was slow to respond.

**Category:** Answer/Wait Time

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the complaint would be reported.

**Contact Closed:** January 18, 2003

**FCC:** Answer Performance

**TTY January 22, 2003**

The customer complained that he/she had to wait for an available CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for inconvenience, and assured customer a report would be filed.

**Contact Closed:** January 22, 2003

**FCC:** Answer Performance

**February 2003**

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**Voice February 15, 2003**

The customer complained the CA was rude and had not relayed the call verbatim.

**Category:** Attitude and Manner

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** February 15, 2003

**FCC:** Verbatim

**March 2003**

**Voice March 31, 2003**

The PA Public Utilities Commission notified the Pennsylvania Relay Service that customers were unable to get through to relay.

**Category:** Other (Equip)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Informed the customer that we were determining the problem and correcting it as soon as possible.

**Contact Closed:** March 31, 2003

**FCC:** Answer Performance

**Voice March 31, 2003**

The customer complained he has been unable to reach relay

**Category:** Other (Equip)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer for the inconvenience, and informed the customer that our technicians were working to resolve the problem.

**Contact Closed:** March 31, 2003

**FCC:** Answer Performance

**TTY March 31, 2003**

The customer complained of trouble connecting to the relay service.

**Category:** Other (Equip)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.

**Contact Closed:** April 2, 2003

**FCC:** Answer Performance

**Voice March 31, 2003**

The customer complained of trouble connecting to the relay service.

**Category:** Other (Equip)

**Escalation:** Received by the Relay Customer Service Line and handled by the National



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Customer Care Center.

**Resolution:** Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.

**Contact Closed:** April 2, 2003

**FCC:** Answer Performance

**TTY March 31, 2003**

The customer reported trouble connecting to relay using 711.

**Category:** Other (Equip)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer for the inconvenience. Informed him that a technical issue causing the problem has been resolved.

**Contact Closed:** April 3, 2003

**FCC:** Answer Performance

**April 2003**

**TTY April 30, 2003**

The customer complained that the CA was too slow typing back a recorded message to him.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 30, 2003

**FCC:** Typing Issue

**TTY April 30, 2003**

The customer was upset that the CA made so many typing errors during his call.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 30, 2003

**FCC:** Typing Issue

**May 2003**

**TTY May 14, 2003**

The caller had several CA complaints including not processing his calls quickly, not following instructions, disconnecting, and not relaying verbatim.

**Category:** Other (Misc)

**Escalation:** Received by the National Relay Center, RI and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer his complaints

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would be reported.

**Contact Closed:** May 31, 2003

**FCC:** Verbatim

**TTY May 15, 2003**

The caller complained that the CA did not follow instructions and typed too slow.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and offered to place his call again.

**Contact Closed:** May 15, 2003

**FCC:** Typing Issue